Listing of Claims:

1. (Currently Amended) A technical support system comprising:

a service information portal section which provides web pages as ~~an~~ information input and output ~~interface~~ interfaces;

5   a knowledge base section which stores various claim reports and solutions ~~answered by engineers with respect~~ which correspond to the claim reports and which are provided by engineers; and

a claim handling section which searches said knowledge base section for solutions which match a claim content input to a

10   client web page;

wherein said claim handling section is configured to perform:

an ordinary search of collecting the claim reports from said knowledge base section based on product information, which

15   includes at least a product model and an identification of a problem and which is input as the claim content, and

an extended search of (i) extracting predetermined items of claim definition information, each in a standard term, from claim details ~~of a natural language form~~ input as the claim

20   content in a format substantially similar to natural language, by referring to [[a]] at least one synonym table which converts ~~synonym~~ synonymous terms having ~~the~~ a same technical meaning into the ~~single~~ standard term, and (ii) then deriving a reduced number

of solution candidates, based on a combination of the <u>extracted</u>

25   <u>items of</u> claim definition information, ~~items~~ from the claim

reports obtained in the ordinary search.

2.   (Currently Amended) The technical support system

according to claim 1, wherein said claim handling section is

configured to check <u>for</u> a missing item of the product information

based on the <u>extracted items of</u> claim definition information

5   ~~obtained in the standard term in said extended search~~, and <u>to</u>

fill ~~out~~ <u>in</u> the missing item of the product information with the

standard term <u>for the corresponding item of claim definition</u>

<u>information</u>.

3.   (Currently Amended) The technical support system

according to claim 2, wherein said claim handling section is

configured to check <u>for</u> an error item of the product information

based on the <u>extracted items of</u> claim definition information

5   ~~obtained in the standard term in said extended search~~, and

requires confirmation as to whether ~~or not~~ the product

information is correct, when the claim definition information is

inconsistent with ~~a content of~~ the product information.

4.   (Currently Amended) The technical support system

according to claim 1, wherein said claim handling section is

configured to check <u>for</u> an error item of the product information

based on the <u>extracted items of</u> claim definition information

5   ~~obtained in the standard term in said extended search~~, and

requires confirmation as to whether ~~or not~~ the product

information is correct, when the claim definition information is

inconsistent with ~~a content of~~ the product information.

　　　5.　　(Currently Amended) The technical support system

according to claim 1, wherein said ~~claim handling section~~

~~includes a~~ <u>at least one synonym table comprises a</u> synonym table

which is referred to in the extended search to convert synonymous

terms indicative of a problem into a single standard term.

　　　6.　　(Currently Amended) The technical support system

according to claim 1, wherein said ~~claim handling section~~

~~includes a~~ <u>at least one synonym table comprises a</u> synonym table

which is referred to in the extended search to convert synonymous

5   terms indicative of a unit corresponding to a problem occurring

position into a single standard term.

　　　7.　　(Currently Amended) The technical support system

according to claim 1, wherein said ~~claim handling section~~

~~includes a~~ <u>at least one synonym table comprises a</u> synonym table

which is referred to in the extended search to convert synonymous

5   terms indicative of a cause of a problem into a single standard
term.

8.   (Currently Amended) The technical support system
according to claim 1, wherein said ~~claim handling section
includes a~~ at least one synonym table comprises a synonym table
which is referred to in the extended search shown to convert

5   synonymous terms indicative of a treatment for a problem into a
single standard term.

9.   (Currently Amended) A recording medium with a program
recorded thereon for a technical support system server ~~which
includes~~ comprising a service information portal section which
provides web pages as ~~an~~ information input and output ~~interface~~

5   interfaces, a knowledge base section which stores various claim
reports and solutions ~~answered by engineers with respect~~ which
correspond to the claim reports and which are provided by
engineers, and a claim handling section which searches said
knowledge base section for solutions which match a claim content

10   input to a client web page, said program being ~~arranged for
causing~~ executable to cause said claim handling section to
perform:

an ordinary search of collecting the claim reports from
said knowledge base section based on product information, which

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15   includes at least a product model and an identification of a

problem and which is input as the claim content, and

an extended search of (i) extracting predetermined

items of claim definition information, each in a standard term,

from claim details of a natural language form input as the claim

20   content in a format substantially similar to natural language, by

referring to [[a]] at least one synonym table which converts

synonym synonymous terms having the a same technical meaning into

the single standard term, and (ii) then deriving a reduced number

of solution candidates, based on a combination of the extracted

25   items of claim definition information, items from the claim

reports obtained in the ordinary search.

10.   (Currently Amended) The recording medium according to

claim 9, wherein said program is arranged for causing executable

to cause said claim handling section to check for a missing item

of the product information based on the extracted items of claim

5   definition information obtained in the standard term in said

extended search, and to fill out in the missing item of the

product information with the standard term for the corresponding

item of claim definition information.

11.   (Currently Amended) The recording medium according to

claim 9, wherein said program is arranged for causing executable

to cause said claim handling section to check for an error item

of the product information based on the extracted items of claim

5   definition information obtained in the standard term in said

extended search, and requires confirmation as to whether or not

the product information is correct, when the claim definition

information is inconsistent with a content of the product

information.

12.   (Currently Amended) A technical support method using a

knowledge base section which stores various claim reports and

solutions answered by engineers with respect which correspond to

the claim reports and which are provided by engineers, said

5   method comprising:

performing an ordinary search step of by collecting claim

reports;

a step of extracting predetermined items of claim definition

information, each in a standard term, from claim of a details

10   input as claim content in a format substantially similar to

natural language form input as the claim content by referring to

[[a]] at least one synonym table which converts synonym

synonymous terms having the a same technical meaning into the

single standard term; and

15   performing an extended search step of by deriving a reduced

number of solution candidates, based on a combination of the

extracted items of claim definition information, ~~items~~ from the claim reports obtained in the ordinary search.

13.   (Currently Amended) The technical support method according to claim 12, further comprising:

~~a step of~~ checking <u>for</u> a missing item of the product information based on the <u>extracted items of</u> claim definition

5   information ~~obtained in the standard term in said extended search~~; and

~~a step of~~ filling ~~out~~ <u>in</u> the missing item of the product information with the standard term <u>for the corresponding item of claim definition information</u>.

14.   (Currently Amended) The technical support method according to claim 12, further comprising:

~~a step of~~ checking <u>for</u> an error item of the product information based on the <u>extracted items of</u> claim definition

5   information ~~obtained in the standard term in said extended search~~; and

~~a step of~~ requiring confirmation as to whether ~~or not~~ the product information is correct when the claim definition information is inconsistent with ~~a content of~~ the product

10   information.

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